

Service: Contact Center Services

Service Line: Contact Center Services

Status: In Production

General Description: GTA provides contact center services to agencies including responding to inquiries via telephone, e-mail, and web chat.

Service Level Targets: Performance levels are as follows:

- 80% of all calls answered within 30 seconds
- Abandon rate below 10%
- 100% of all e-mail answered with 24 business hours

Availability: This service is offered statewide and can be turned up within 60 days, depending on customer requirements.

Limitations: Dependent on local exchange carrier service offerings and limitations of Contact Center software package.

Prerequisites: Order service through GTA

Pricing / Charges: GTA will prepare a Service Schedule with specific customer pricing.

Service Components or Product Features Included in Base Price:

- Design and customer-specific configuration
- Installation
- Routine maintenance
- Even distribution of calls
- Live greeting for all callers (may be preceded by an automated greeting)
- Balanced incoming call loads
- Routing of callers to the agents who are most qualified to answer the question
- Vendor management
- Contract administration
- Detailed management reports

Options Available for an Additional Charge: The service is available from 8 a.m. – 5 p.m. Monday-Friday, except for state holidays. Additional hours of service are available upon request.

Service Components or Product Features Not Included: N/A

What GTA Provides:

- A turnkey solution that includes sizing the number of agents needed to respond to the call volume of the customer
- Reports on a schedule agreed to by the customer and GTA Contact Center management
- Consistent monthly billing

What the Customer Provides:

- Business rules
- FAQs
- Training to Contact Center personnel.

Service Support:

Customers should report problems or issues with this service to the GTA Call Center Manager, Joe Gray, at (404) 818-6619 or by e-mail at jgray@gtga.ga.gov. The alternate contact for problem reporting is the Assistant Call Center Manager, Brian Stowers, at (404) 463-8441 or by e-mail at bstowers@gtga.ga.gov.

Service Issue Escalation:

1. Joe Gray, Unit Director, (404) 818-6619, jgray@gtga.ga.gov
2. Dan Burnett, Director of Operations, (404) 463-4409, dburnett@gtga.ga.gov
3. Renee Herr, Senior Operating Officer, (404) 463-2322, rherr@gtga.ga.gov

Benefits / Advantages: GTA offers professionally-managed contact center services with the ability to provide detailed statistical data and monitor contact center activity on a real time basis. GTA's Contact Center has a proven track record with a current response rate above the stated service level targets.

How to Start this Service: Contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gtga.ga.gov or by phone at (404) 651-6964 to be directed to your GTA Account Manager.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions: N/A